

**CIC - NHQ**

**Call for Proposals for**

**A National Repository**

Initiative that Support the Settlement of Newcomers

**Guide for Applicants**

**APPLICATION DEADLINE**

**December 10 2010**



## Table of Contents

<b>Introduction.....</b>	<b>4</b>
<b>Part I: Settlement Program .....</b>	<b>5</b>
Language/Skills .....	
<b>Part II: Eligibility Criteria .....</b>	<b>6</b>
Eligible Applicants .....	6
Eligible Clients .....	6
Eligible Activities .....	7
Geographic Scope .....	7
Eligible Expenditures.....	7
What is not funded .....	8
<b>Part III: How to prepare an application .....</b>	<b>9</b>
Things to consider when developing a proposal .....	9
How to prepare a project proposal.....	9
1. Application for Funding Form	
2. Executive Summary	
3. Applicant Profile	
4. Project Rationale	
5. Action Plan	
6. Budget	
7. Work Plan/Logic Model	
8. Supporting Documents	
How to complete the application for funding form.....	10

<b>Part IV: The CFP Process.....</b>	<b>17</b>
Submit your application.....	17
Screening and Assessment Criteria.....	17
Get the results.....	18
Negotiate your Contribution Agreement.....	18
 <b>Part V: Contribution Agreement.....</b>	 <b>19</b>
Progress Report and Financial Records .....	19
Acknowledgment (Federal Identity Program) .....	20
Questions .....	21
 <b>Part VI:</b>	
Checklist .....	22

<b>Appendix A</b> - Budget Template <b>Appendix B</b> - Other Funding Sources <b>Appendix C</b> - Application Form	<b>Appendix 1</b> - Repository Call for proposals
--	---

## INTRODUCTION

Citizenship and Immigration Canada (CIC) invites you to submit a proposal for funding which supports the Department's policies and programs and our partners, the provinces/territories, for a national repository for language training that can be initiated in the 2010-2011 fiscal year.

This *Guide for Applicants* is designed to help applicants understand settlement programs and equip them to prepare a funding proposal under this Call for Proposal (CFP). Please be aware that thorough and complete information is essential for the assessment of proposals.

*In addition to completing the general information/application form, your organization will also need to attach supporting documents. If you require help with the application process, please refer to the Citizenship and Immigration Canada contact information as identified in the covering letter received with this guide.*

When you have completed your application, **you will need to send the entire application with required signatures, (as identified in your constitution and bylaws) and supporting documents.** Two copies (1 paper and 1 electronic) of the completed application are required as follows:

- 1 Paper copies – Paper copies of all documents must be mailed to the address identified in the covering letter.
- 2 Electronic format - You can do this by sending in a CD or USB key with your application. Accepted formats .PDF or Word and Excel documents

Departmental support for an approved project will be in the form of a contribution agreement, the terms of which will be consistent with the Treasury Board Policy on Transfer Payments.

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=13525&section=text#cha1>

*The Department reserves the right to amend and interpret the criteria and practices described in this guide.*

**Citizenship and Immigration Canada thanks you for your interest in working with the Department to improve the integration outcomes of newcomers to Canada.**

## Part I: Settlement Program

**Language/Skills** – Newcomers have language/skills needed to function in Canada. Settlement programming is used to achieve language and skills development outcomes by:

- Providing language training so that newcomers have the official language skills needed to function and contribute to Canadian society;
- Providing life-skills to high needs newcomers, including resettled refugees; and
- Providing training to enhance skills and knowledge of the Canadian work environment.

For Canada to realize the economic, social and cultural benefits of immigration, newcomers must integrate successfully into Canadian society. The CIC Settlement Program plays a major role by assisting immigrants and refugees to overcome barriers specific to the newcomer experience, so that they can undertake their longer-term integration on a similar footing to other Canadians.

**Language Learning and Skills Development:** Official language training is a key settlement service for which there is an established infrastructure, with clear attainment benchmarks being used by trainers and assessors. Official language proficiency is key to success, not only in the labour market, but in navigating life outside work. In addition to language, many newcomers also require development of other skills (for example, life skills for refugees from less developed countries). Through this theme, service providers can support newcomers in developing the requisite skills to contribute to Canada, economically, socially, and culturally.

## Part II: ELIGIBILITY CRITERIA

### Eligible Applicants

---

Eligible applicants, often referred to as service providers, are:

- Provincial, territorial or municipal governments
- Non-profit organizations\*: community groups, non-governmental organizations, umbrella organizations, and non-profit corporations.
- Businesses
- Educational institutions\*\*(including school boards, districts and divisions)
- Individuals

\*Non-profit organizations should:

- Be incorporated and governed by a democratically elected board or executive body composed of Canadian citizens or permanent residents  
**and**
- Have been in existence for at least two years.

\*\*Educational institutions must be recognized and licensed to operate under provincial or territorial statute. They include:

- Public community colleges;
- Vocational schools;
- Public degree-granting universities and colleges; and
- School boards and their elementary and secondary institutions.

### Eligible Clients for the repository

---

**Adult English as second Language (ESL) and French as Second Language (FSL) Language Teachers** will constitute by far the largest group of users of the repository; their needs should thus have the most influence on system development. It should be noted that many teachers work alone in remote communities and do not have physical access to appropriate resources. Access to teaching resources is clearly the dominant need as stated by teachers.

Other professional groups of users (listed in overall decreasing number of potential users), are as follows:

- Curriculum developers
- Assessors
- Language test developers
- Managers
- Policymakers and funders
- Research consultants
- Stakeholders
- Publishers<sup>1</sup>

---

### **Eligible Activities**

See **Annex 1** Repository Call for proposals

---

### **Geographic Scope**

National in scope.

---

### **Eligible Expenditures**

Contributions may be made toward project-related costs associated with the agreement as follows:

- Salaries, wages and related benefits;
- Assessment and training materials including textbooks and other instructional resources/materials;
- Costs associated with meetings related to project activities;
- Overhead costs including rental of space or equipment and costs associated with administration and audit;
- Professional or consultancy fees for technical and legal advice, accounting and audit services;
- Travel costs;
- Purchase of materials and supplies, telephone, postage, printing and duplication;

---

<sup>1</sup> It should be noted that any user can belong to more than one of these groups. A preliminary feasibility study estimated that there will be a need, over 5 years, for 1,400 active users to access up to 7,000 documents at the rate of 200-250 visits per day, as well as have access to discussion groups, calendars and related collaboration services.

- Necessary Capital Expenditures, preapproved by the Department, of up to 15% of the total value of the Contribution Agreement. Capital Expenditures cannot exceed 50% of the total contribution amount in any given year.
- Arrangements and devices for eligible clients with disabilities of up to \$10,000 per disabled client to a maximum of \$100,000 per year per agreement;
- Research, conferences, promotion/publicity and training;
- Training and Professional Development;
- Delivery assistance tools.

### **What is not Funded**

---

#### **CIC will not reimburse costs for the following:**

- Expenses related to rewards and recognition. It may, however, be permissible, with the approval of the Department, to use non-salary funds for small expenditures, such as plaques, particularly in relation to volunteer recognition;
- Financial assistance to eligible clients.
- Costs incurred abroad or involving activities outside Canada, including costs related to international travel.
- Salaries, benefits and travel costs for elected principal officers such as directors, executive officers and members of managing committees; (these are not eligible for funding without explicit permission of CIC);
- Activities that have already been undertaken or completed before an application is made or before an approved contribution agreement is in place; and,
- Profit-making activities.



## Part III: HOW TO PREPARE AN APPLICATION

### Things to consider when developing a proposal

---

- Will your program or project further the fulfilment of this initiative?
- How will the success of your program be measured (quantifiable and measurable benchmarks)?

### How to Prepare a Project Proposal

---

**Proposals should clearly explain what your organization and your partners want to achieve and why. Notwithstanding your relationship with CIC, please remember to detail your experience or that of your partners in service delivery to the intended client group. The Proposal should be clear and concise. We encourage you to use point-form lists, charts or other illustrative techniques to simplify the presentation.**

Completed and legally signed proposals must be received or be post-marked by **December 10 2010**. Proposals received after that time will not be assessed for funding.

Projects must: (i) address all identified needs in the **Annex 1**, (ii) include a detailed project plan with milestones, a full budget, and (iii) identify how your organization will track and report on measurable results as they link to specific results. The proposal should be written as a separate document from the application. Every proposal should contain clearly defined performance objectives against which benchmarks can be established to measure progress and success. YOUR PROPOSAL SHOULD NOT BE MORE THAN 20 PAGES MAXIMUM. THIS DOES NOT INCLUDE THE APPLICATION FORM, THE BUDGET SHEETS OR SUPPORTING DOCUMENTATION.

Proposals will be screened to determine completeness of the application package, whether the submitting organization is eligible to receive funding (see below) and whether the project activities fit the scope of the call for proposals. Those that meet the eligibility criteria will then be assessed to determine project relevance, potential for success and cost-effectiveness. It is therefore important that you ensure your proposal demonstrates the following:

- The project activities and results will contribute to one or more of the **Program** expected results;
- Project activities/services are **feasible** and **cost-effective**;
- The objectives are **achievable** and realistic and meet identified needs;
- The milestones are appropriate to the organization's **capacity** to plan the workflow and assure quality results;

- The organization is able to **plan, monitor** and **report** on the progress of activities and evaluate project results;
- The organization is able to **administer** competently the financial cycle of the project including cash flows, claims and financial reports.

The detailed proposal **must** include:

- An application for funding form – General Information
- An executive summary (max 2 pages);
- An applicant profile (max 4 pages)
- A project rationale and description
- An action plan
- A detailed budget
- Work plan/Logic Model and;
- Supporting documents.

### **How to Complete the Application for Funding Form**

---

The following section describes the minimum information requirements for each section:

#### **1. Application for Funding Form (See Appendix C)**

Read this guide thoroughly before completing the Application for funding form. A **completed** and **signed** form must be included with the printed copy of the proposal that is sent to CIC.

All parts of the form should be completed, except those marked “Official Use”. Indicate with N/A, those boxes which do not apply.

#### **Boxes 1-9:**

Enter the legal name, address, phone and fax numbers of the organization. Include email and website addresses.

#### **Boxes 10-11:**

Enter the name, title, phone number of the contact person.

#### **Boxes 12-13:**

Enter the appropriate numbers of the organization, if applicable.

**Box 14:**

Project Title and brief description. Enclose a more detailed description in the proposal.

**Box 15 :**

Identify Provinces and CIC regions covered by your proposal.

**Box 16 - 17:** Enter the proposed start and end dates of the activities. The actual dates will be negotiated if the proposal is approved for funding.

**Box 18 - 20:**

Enter the total contribution requested from CIC for this proposal as well as the total project cost. **NOTE: for proposals spanning more than one fiscal year, clearly indicate in the proposal the breakdown of contributions by fiscal year. Complete a separate budget form for each fiscal year in the proposal (maximum 2 years).**

**Box 21 - 24:**

Enter the name of the official who has authority to sign on behalf of the organization. Enter the position of this individual. Have this individual review, sign and date the application. **An unsigned application will not be processed.**

**2. Executive Summary (max 2 pages)**

Begin with an executive summary of not more than two pages, briefly describing:

- The project title;
- The organization, how long it has been in existence, and the services it offers;
- The objectives of the proposal;
- The planned activities;
- The target group;
- The expected outcomes;
- Any special features of the proposal;
- The duration of the proposal; and
- The total amount of funds requested under the proposal.

**3. Applicant Profile (max 4 pages)**

## **Governance**

- Indicate whether the organization is a not-for-profit organization and whether it is affiliated with any other body;
- State whether the organization is governed by a board or executive body and whether members are Canadian citizens, permanent residents or other;
- Provide information on the governance structure. Including an organization chart and number of staff and a current list of the executives (or board members);
- Indicate whether the organization is administered, managed and staffed by Canadian citizens, permanent residents or others who are authorized to work in Canada; and
- Explain the extent to which and how clients participate in the organization's governance and operation.

## **Organizational Activities**

- In order of importance, list the objectives and indicate the geographic area of operation and impact (i.e.: locally, regionally, provincially, nationally or internationally).
- Describe the activities carried out by the organization and the proportion of services for immigrants and refugees compared to all activities.
- Describe the organization's experience and knowledge of immigrant settlement issues, adult language training, employability programs; history of satisfactorily delivering results and meeting accountability and management requirements of other funded projects.
- Disclose previous funding (4 most recent) received from the Government of Canada for any type of project or services and other sources of funding for proposed activities;
- Describe the client group normally served

## **Project**

- Confirm that the proposed project activities are in line with the organization's mandate and objectives.
- Demonstrate how the organization is legally authorized to provide the services and
- Describe how the organization has the capacity (current or potential) to successfully complete the proposed project activities.

#### **4. Project Rationale and Description**

- Describe the proposed services or activities;
- Provide an explanation of how the proposed project fits within the frameworks set out in the Call for Proposals.
- Substantiate the need for the proposed project and related activities, including research findings, statistics, statements from authorities, community representatives or clients; and,
- Describe how the proposed activities will address client and community needs.

#### **5. Action Plan**

##### **Activities**

- Clearly indicate the project inputs (resources used for the project, i.e. financial, in kind, staffing), activities undertaken to achieve results, results outputs (direct products or results of activities), results (immediate and longer term benefits, i.e. new knowledge, new skills, improved conditions) and outcomes (CIC expected results).
- Indicate how you will satisfy both official languages usage; and,
- Include a schedule of activities. For each activity indicate duration, and timelines.

##### **Evaluation**

- Describe the performance measurement strategy that will be used to measure and report on project activities, deliverables and results;
- List performance indicators that are linked to the expected outcomes and to the purpose of the initiative and that will be used to evaluate success in the short, medium and long term; and,
- Describe how this performance information will be used by the organization for ongoing improvement during the lifespan of the project.

##### **Clients**

- Describe the target population for services, including the expected number of participants.

## Management

- Describe the staff needed, including position titles, duties, salaries and qualifications, whether they are full- or part-time, and how they will be selected;
- Include job descriptions for all identified positions;
- List the names of the staff members proposed for these positions, including qualifications and languages spoken, and whether they are Canadian citizens or permanent residents; and,
- Describe responsibilities in the proposed project of each staff member involved.

## 6. Budget

Please refer to **Appendix A** for the budget template and Other Funding Sources Form.

- A) Complete the budget template relating to the time frame of the project. Complete a budget form **for each fiscal year** of your project. When completing the budget group similar costs together within each section.
- B) Provide further **detailed breakdowns** of the grouped categories in an accompanying document in your proposal and **justify all proposed expenditures** to ensure a complete financial picture of the contribution requested.

**The following describes the information required in the budget:**

### ADMINISTRATION

**Administration Wages:** indicate only those positions which are not directly involved in delivery of project activities, but which provide support services to the project. Examples would include executive/corporate oversight and administrative and financial functions. Include each position title along with details such as hourly wage, the number of hours per week and number of weeks involved in the project.

### Benefits:

**Mandatory Employment Related Costs (MERCs):** Enter the total amount of MERCs that relate to the Administrative Wages listed in the previous section. This would be the employer's contribution to Canada Pension Plan and Employment Insurance, as well as for Vacation Pay, Workers' Compensation, and Health Tax. **Provide a summary of this total in your proposal.**

**Non-Mandatory Employment Related Costs (non-MERCs):** Enter the total amount of Non-MERCs that relate to the Administrative Wages listed in the previous section, if offered by the

organization to its employees. **Provide a summary of this amount in your proposal and include excerpts from your human resource policies, as appropriate, to further explain these benefits.**

#### **Overhead:**

Enter the various categories of costs which support the program delivery activities, but which are not directly related to program activities. Group like items together. Phone, fax, internet, wireless costs associated with administrative activities can be grouped under Communication Costs. Office space rental, utilities, maintenance can be grouped under Accommodation Costs. Photocopier, fax, etc, can be grouped under Office equipment rental. The purchase of various Office Equipment/Furniture can be grouped under Purchase of Office Equipment/Furniture (<\$1000). Consultant or contractor positions can be combined by the Administrative or Financial function that they perform.

#### **PROGRAM DELIVERY**

**Program Delivery Wages:** indicate costs of individual employee positions which are directly involved in the delivery of project activities. Examples would include Project Coordinator, and a variety of subject matter experts who have been hired as employees to work on the project, such as Researchers, Writers, Settlement Workers, etc. Include each position title along with details such as hourly wage, the number of hours per week and number of weeks involved in the project.

#### **Benefits:**

**Mandatory Employment Related Costs (MERCs):** Enter the total amount of MERCs that relate to the Administrative Wages listed in the previous section. This would be the employer's contribution to Canada Pension Plan and Employment Insurance, as well as for Vacation Pay, Workers' Compensation, and Health Tax. **Provide a summary of this total in your proposal.**

**Non-Mandatory Employment Related Costs (non-MERCs):** Enter the total amount of Non-MERCs that relate to the Administrative Wages listed in the previous section, if offered by the organization to its employees. **Provide a summary of this amount in your proposal and include excerpts from your human resource policies, as appropriate, to further explain these benefits.**

#### **Other Program Delivery:**

Enter the various categories of costs which are directly related to program delivery activities. Group like items together. Phone, fax, internet, wireless costs associated with delivery activities can be grouped under Communication Costs; office space rental, utilities,

maintenance can be grouped under Accommodation Costs; the purchase of various Equipment/Furniture can be grouped under Purchase of Equipment/Furniture (<\$1000), consultant or contractor positions can be combined by the program delivery function that they perform. The Program Delivery costs associated with different sub-projects can be grouped within this section. Provide a Breakdown of each grouping in your proposal.

#### **CAPITAL COSTS:**

Enter items or groups of similar items of \$1000 or more. Capital items are usually furniture or equipment.

#### **GST /HST: (if apply)**

Implementation of HST July 1st 2010 does not change rebate %. Enter the amount of GST/HST forecasted to be paid on purchases related to the project less expected rebate from the Canada Revenue Agency.

### **7. Supporting Documents**

- Provide relevant documents in support of your project proposal. For example, letters of support, documents establishing the need of the project (e.g.: minutes of meetings, statistics, research papers, newspaper articles, etc)
- Most recent audited financial statement(s)
- Additional supporting documents may be requested should the proposal be accepted for funding. For examples, see the checklist attached.

Proposals may include letters from contributors, partnering employers, professional associations and/or occupational regulatory bodies specifying their contributions, roles and responsibilities in the project.

## **Part IV: THE CFP PROCESS**

### **Submit your application**

---



- Submit your applications (i.e. the project proposal with the executive summary and the supporting documents; and the application form in paper **and** electronic (CD/USB key) formats by **December 10, 2010**.
- Send your application package to the following Address:
- **Send Proposals To:**

Attention: Guy Routhier  
 Senior Advisor  
 (CFP 2011)  
 Citizenship and Immigration Canada  
 CIC - NHQ  
 360 Laurier Avenue, 9<sup>th</sup> Floor  
 Ottawa, Ontario K1A 1L1

**The proposal must be received by December 10, 2010.** Proposals received after this time will be returned to the sender unopened. Proposals post marked on the closing date, but received after December 10 will be eligible for assessment.

### **Screening and Assessment Criteria**

---

**Phase 1:** Initial screening of the projects will verify that proposals adhere to CFP criteria for timelines, eligibility (for activities, clients and applicant), relevance, completeness, and scope.

**Phase 2:** Selected proposals will then be assessed against the following criteria:

#### **Annex 1: Assessment criteria (page 4)**

**Project Relevance:** activities must align with the CFP objectives.

**Potential for Success:** performance goals must be clearly identified, measurable, transparent, accountable and realistic; organizational capacity to deliver national services must be demonstrated through a realistic and practical services delivery infrastructure. Experience, background and expertise in providing activities/services to the targeted client group would be an asset. The organization will be subjected to a screening process that assesses performance in relation to organizational stability, financial status, program delivery capacity, administrative capacity, reporting and monitoring activities.

**Project Cost-Effectiveness:** sufficient resources and strategies for target attainment must be identified through verifiable accounting practices (value for money).

### Get the Results

---

- **Letter of receipt** - A letter will be sent within seven working days of deadline acknowledging CIC has received applicant's submitted proposal.
- Applications will first be reviewed to determine eligibility, completeness of the application package and whether the activities relate to the scope of the call for proposals. Applicants will be notified in writing approximately twenty days after the initial screening. The letter will indicate next steps with regard to the project proposal. Successful projects will be considered **approved in principle, subject to negotiation of a Contribution Agreement and the appropriation of the required funds by Parliament.**

### Negotiate your Contribution Agreement

---

- Selected applicants will have to negotiate a contribution agreement with CIC, which will detail the project activities, schedule, budget, etc.
- Contribution agreements must be signed by CIC and Service Provider Organization (SPO) before they enter into force.
- **Successful applicants will be expected to commence the project January 4 2011, unless otherwise requested by the Department after the initial assessment stage.**

## Part V: CONTRIBUTION AGREEMENT

When a project is approved, the applicant organization must sign a contribution agreement with CIC in which it typically agrees:

- To execute the project in accordance with the conditions of the application and based on the expected results. Any major changes to the project activities must be approved in advance by CIC;
- To submit financial, statistical and narrative progress reports according to the requirements and schedules attached to the contribution Agreement;
- To acknowledge the contribution of the Government of Canada in all materials produced with CIC support;
- To provide CIC with a copy of all outputs; and,
- To share tools, products and lessons learned with other SPOs (when applicable).

An agreement with CIC is a binding agreement under which applicants have certain duties and responsibilities. The agreement outlines the terms and conditions under which the Government of Canada will fund activities. SPOs and their staff should read the agreement and schedules carefully, making sure there is a clear understanding of all the clauses, especially those dealing with eligible participants and financial accountability.

Please note: **If there is a discrepancy between the proposal and the contribution agreement, the contribution agreement takes precedence.**

The maximum financial contribution from CIC will not exceed the amount established under the contribution agreement.

### Progress Reports and Financial Records

---

In general, Service Provider Organizations that receive funding from CIC are required to submit the following:

- Narrative Progress Reports\*
- Statistical Cumulative Report\*
- Financial Claims\*
- Final Report and Project Evaluation
- Cash Flow Updates, when requested
- Final Accounting Statement

- Copies of contracts and receipts, on request
- Any other supporting documentation requested.

\*The frequency at which these reports and claims are required is negotiated at the time of signing the contribution agreement with CIC.

#### Protection of Information/Disclosure

Information provided in an application may be made accessible to anyone who would request them through the Access to Information Act. All personal information is protected under the provisions of the federal Privacy Act.

The Department of Citizenship and Immigration reserves the right to disclose any information relating to project proposals in respect to the policy in place.

#### Copyright

Work produced from CIC project funding is to be shared. CIC will have a non-exclusive, unconditional, irrevocable and royalty-free right and license to use, produce, reproduce, publish, translate, adapt, record by any means, diffuse and broadcast any of the products developed under the terms of the contract for the duration of any copyright.

#### Proposal Cost

No direct payment will be made for costs incurred in the preparation and submission of a proposal in response to the CFP.

#### **Acknowledgement (Federal Identity Program)**

---

As mentioned under “Contribution Agreement” on the previous page, SPOs are required to publicly acknowledge the Government of Canada’s contribution to the realization of the settlement program projects by:

- Clearly and prominently identifying the Government of Canada’s contribution in the initiative;
  - Acknowledging the Government of Canada’s contribution in its announcements, interviews and ceremonies, in its advertising and promotional activities, in its speeches, lectures, publications, and in its recruitment procedures.
- 

*CIC is under no obligation to fund any project submitted through this CFP. However, where the Department chooses to proceed with funding of a proposal, it will notify organizations that their*

*proposal has been approved in principle. At that point, CIC will begin to negotiate a contribution agreement with the applicant. The amount of funding and scope of activities will be contingent on the satisfactory negotiation of the contribution agreement.*

***Applicants should not assume that a proposal has been approved-in-principle until notified in writing by CIC. Any expenditure incurred prior to the approved project start date will not be reimbursed.***

## **Questions**

---

Please direct your enquiries on the CFP and the development of your proposal to the following email, [guy.routhier@cic.gc.ca](mailto:guy.routhier@cic.gc.ca)

## Checklist

Carefully review the following checklist to ensure that the application is complete. Any omission of requested information may result in the application not being considered for the assessment process.

Does the project proposal include the following sections? Application Form Identify Geographic scope of project Executive Summary Applicant Profile Project Rationale Work plan/Logic model Budget	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Are all sections of the Application for Funding Form completed and signed by an officer with signing authority?	<input type="checkbox"/>
Is supporting documentation attached? <u>Project:</u> letters of support, documentation establishing the need (minutes of meetings, statistics, research papers, newspaper articles, etc) <u>Organization:</u> (Those documents might be requested from selected applicants): incorporation and letters patent, proof of signing authority, proof of Canadian Citizenship or permanent residence status (if applicant is an individual, proof of appropriate insurance under a Comprehensive or Commercial General Liability Policy.	<input type="checkbox"/>
Are both paper and electronic formats (saved on CD/USB key) of the proposal included in the application?	<input type="checkbox"/>
When submitting the application package, clearly indicate on the outside of the envelope under which <b>primary outcome</b> the proposal is being submitted.	<input type="checkbox"/>

# Repository CFP

## 1. INTRODUCTION

Citizenship and Immigration Canada (CIC), together with provincial and territorial governments, identified the need to create a national repository of adult language teaching resources. Adult language instruction for newcomers is an area of specialization, and although commercial materials are available for teaching and learning, custom-made materials that incorporate the current Canadian context, the needs of newcomers, and the Canadian Language Benchmarks are the most relevant and valuable to language training programs. Significant funds have been spent on the development of teaching resources across the country and no single access point has been created to share the materials, or information about the materials.

CIC is requesting proposals for this current fiscal year from suppliers to develop a national repository to share resources for adult language training services. **A follow-up CFP will be issued in FY 2011-12** for the ongoing hosting, maintenance and technical support of the resulting repository, following its successful development and testing.

In addition to its function as a free resource database, the repository is to provide a suite of interactive tools to facilitate exchanges between Canadian professionals involved in language training for adult newcomers. Ultimately, these tools should improve teaching practice and increase efficiency of service delivery.

The **core objectives** of the repository are:

1. To facilitate access to adult language teaching, assessment and research resources developed by Canadian professionals/programs
2. To foster support, sharing and collaboration within the broad English as a second language (ESL)/French as a second language (FSL) teacher communities in Canada
3. To identify gaps and avoid duplication in the development of new resources
4. To support planning for long-term sustainability of the repository
5. To safeguard corporate memory
6. To enhance and promote ongoing professional development and best practices in curriculum and resource development, instruction and assessment

The idea of a national language repository will benefit the field tremendously, by ensuring better coordination among providers and building on pre-existing resources and best practices. It will also help to maximize returns on investment by sharing more broadly all materials developed with public money.

## 2. PROJECT OVERVIEW

### 2.1. Who should use the Repository?

The repository should provide a highly interactive human environment, developed organically as a community over a number of years with ongoing participation from all stakeholders.

**Adult ESL/FSL Language Teachers** will constitute by far the largest group of users of the repository; their needs should thus have the most influence on system development. It should be noted that many teachers work alone in remote communities and do not have physical access to appropriate resources. Access to teaching resources is clearly the dominant need as stated by teachers.

Other professional groups of users (listed in overall decreasing number of potential users), are as follows:

- Curriculum developers
- Assessors
- Language test developers
- Managers
- Policymakers and funders
- Research consultants
- Stakeholders
- Publishers<sup>2</sup>

## 2.2. What should the Repository contain?

### Documents

- The repository should consist of resources for teachers, such as textbooks, curriculum planning tools and guidelines, language learning activities, handouts, worksheets, templates, assessment tasks, rubrics and rating scales, lesson and module plans, and teacher training resources. There should also be a significant number of policy and management documents, research papers, informal dialogue documents, and work-in-progress documents. The repository should be **built to accommodate 10,000 documents**.
- There are presently no centralized and up-to-date sources of documents, either provincially or nationally. In the initial development phase, the repository supplier will have to gather documents from stakeholders involved in language training. Once up and running, the system must become **user-driven**, allowing practitioners to upload documents and learning objects so other users can access them.
- There is also currently no **e-classification** for such documents. The potential supplier will have to devise a classification system. Please note that it is impossible to classify documents in mutually exclusive categories. At minimum, content must be searchable according to the following categories:
  - Canadian Language Benchmarks (CLB), and Niveaux de compétence linguistique canadiens (NCLC)<sup>3</sup> level
  - Skill area (listening, speaking, reading, writing)

---

<sup>2</sup> It should be noted that any user can belong to more than one of these groups. A preliminary feasibility study estimated that there will be a need, over 5 years, for 1,400 active users to access up to 7,000 documents at the rate of 200-250 visits per day, as well as have access to discussion groups, calendars and related collaboration services.

<sup>3</sup> The CLB and NCLC are the official Canadian standards for describing, measuring and recognizing the language proficiency of adult immigrants in English and French. For further information see <http://www.language.ca/>.



- Type of learners (ESL, ESL Literacy, English for specific purposes (ESP), workplace, seniors, youth, FLS, Alphabétisation, français à des fins spécifiques et en milieu de travail, aînés, jeunes)
- Instructional theme (community, employment, health, family, etc.)
- Author or developer
- Funder
- Type of resource (e.g. policy, research, curriculum)
- Medium (video, audio, text, etc.)
- Province or Territory
- Date of publication (range)
- Subject key words (tags)

### Formats

- **Text documents** may take many formats, including DOC, PPT, HTML, XML, PDF and others. These might include paper documents scanned into PDF files. Except for scanned documents, the repository should provide full-text indexing and searching of all documents.
- The repository must support **multimedia formats** like images, audio, podcasts, videos and webinars, etc., as well as formats required for supporting tools, such as searchable discussion forums.
- The repository must support **learning objects**. Learning objects are web-based resources, where educational content is broken down into small chunks, and can be used and reused in various learning environments. They must be instructional, and have intended learning outcomes.
- The supplier should exclude or devise mechanisms to protect against executable file formats or any format that may inadvertently distribute malware (i.e. .exe files or Excel and other files using macros).

### Links

Wherever possible, documents should be directly accessible, without the need to search secondary sites or send email to access resources. This infers that most documents would reside on the repository's servers. Where links are used, they may include:

- Media links: royalty-free images, audio, video and podcasts, usually as links to external commercial sources with a strong Canadian emphasis. Bidders should indicate how their proposals may incorporate access to these resources.
- Continuing education links: courses, workshops, books and other documents to enhance practitioners' knowledge.

## **2.3. What should the Repository do?**

The repository of documents must be supplemented by a number of more interactive technologies to build practitioner networks and support ongoing collaboration.

One such tool would be a **user-driven rating system**, which would allow users to rate the quality of documents, post comments on their potential uses, and flag inappropriate or poor quality materials for removal. In addition to this user-driven system, a moderator (or board of editors) will be required to monitor discussion forums, create guidelines for posting, and collect and compile best practices.

Other interactive technologies should include:

- **Discussion forums**
- **RSS feeds**
- **Wikis**
- **Polling and surveys tools**
- **Job listings**
- **Calendar of events**

### **3. ASSESSMENT CRITERIA**

All proposals **must include** the following elements:

- A detailed description of how the proposed repository will function and serve the needs of all clients, with teachers as the primary focus.
- A description of the proposed Content Management System (CMS) and supporting software that will be used to create customized applications (add-ons). The description should address, in particular, how the choice of software will ensure business continuity in future years and allow CIC to update/upgrade the system at a reasonable cost as new versions of the CMS are developed.
- A detailed description of how the bidder will devise and manage an e-classification system, including the gathering of documents and the search structure of the system. This should include proposed measures to ensure that uploaded materials are free of copyright or that the user has obtained permission from the author.
- A comprehensive work plan with concrete timelines documenting how the repository development process will be conducted from award of the contract until completion of the project in FY 2011-12.
- A detailed budget of all expenses including resource and development costs. Maximum funding for this year is \$250,000.
- A costing scheme for annual website maintenance.
- A description of how the bidder will collect, analyse and report on website traffic.
- Curriculum Vitae's submitted from all primary contributors to the proposal, explaining how experience relates to the tasks they will undertake in the project.

Bidders must also demonstrate how their proposals meet the following criteria, which serve as guiding principles for the development of the repository.

- **A Community-led Project:** The repository must be community-led and sustained by the efforts of users who will ultimately populate its contents. It is therefore imperative that users feel they can significantly influence the direction of the repository, requiring the supplier to involve users at every stage of development. Software should be specifically designed for users to interact as a community of practice. Proposals will be strengthened if the development process itself brings together a broad coalition of stakeholders from multiple regions of the country.
- **English and French:** While the majority of content will be in English, there will be contributions in French from the province of Québec and Francophone communities across Canada. The repository must operate in French and English.
- **User-friendliness and Simplicity:** The repository should be user-friendly, with tutorial elements incorporated, and designed for an audience that is less familiar with social networking and web 2.0 technologies. For example, the site should not only include RSS feeds, but also teach users what they are and how to use them.
- **Adaptability:** The environment has to be built with sufficient foresight to allow new content, using new media in new yet-to-be-invented formats, to be integrated without rebuilding from scratch. Respecting open standards is generally useful in safeguarding against obsolescence.
- **Granularity of Content:** Users may need to search for full documents and their sub-components (e.g. curriculum guidelines). Documents may need to be stored in their entirety, with their sub-sections catalogued and stored separately to allow for more granular searches and fewer hits of large documents. The system must be designed to balance “searchability” with the level of effort required to code or tag the contents of large documents.
- **Searchability and Interconnectivity:** The content of the repository must allow for users to search the catalogue of materials in multiple ways. For instance:
  - pre-defined searches through RSS feeds (*new material in your field now available*)
  - listing of associated documents (e.g. *you may also be interested in...*)
  - connecting to documents with similar meta-tags (e.g. *documents that also deal with pronunciation are...*)
  - following the paths taken by other users with similar interests (*the user who posted this item also posted...; the reviewer you trust also rated...*)
- **Open Source:** It is unlikely that any one piece of software will meet all requirements and satisfy all needs without some degree of customization. Open source coding will be required in order to ensure flexibility and transferability in future delivery models with providers at the national level.